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PATENTS
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
McIlwaine, et al.) Examiner: **Le, Karen L.**
)
Serial No.: **10/602,804**) Art Unit: **2642**
)
Filed: **June 24, 2003**) Confirmation No. **1098**
)
For: **Method and System for Scheduled**)
Delivery of Training to Call Center Agents)

INFORMATION DISCLOSURE STATEMENT


Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

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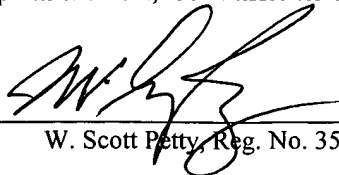
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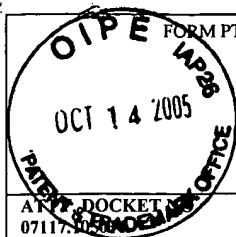
Respectfully submitted,


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K&S Docket: 07117.105014 US CON
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LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*

APP. DOCKET NO. 07117-01-00000000	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
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	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
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	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK						
	AL						
	AM						

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
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EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	